

2011 Military Health System Conference

Transitioning to T-3

The Quadruple Aim: Working Together, Achieving Success

Mr. Kenneth C. Jacobs

January 25, 2011



TRICARE Management Activity

Overview



- T-3 Transition Progress
- T-3 Transition Concept of Operations
- RADM Hunter's Transition Priorities
- Challenges/High Risk Areas

T-3 Transition Progress

Mr. Kenneth C. Jacobs



TRICARE Management Activity

T-3 Transition Progress



- Transitioned T-3 Contracts
 - TRICARE Dual Eligible Fiscal Intermediary Contract (TDEFIC): Jul 08
 - Active Duty Dental Program (ADDP): Aug 09
 - TRICARE Pharmacy Program (TPharm): Nov 09
 - TRICARE Claims Review Services (TCRS): Sep 10
 - TRICARE Overseas Program (TOP): Sep 10
- T-3 Contracts in Transition
 - MCSC North: HCD Apr 11
 - TRICARE Quality Monitoring Contract (TQMC): SWD Apr 11
 - TRICARE Fraud and Abuse Pharmacy Support Contract (TFAPS): SWD Jul 11

T-3 Transition Progress



- Future T-3 Transitions
 - TRICARE Dental Program (TDP): estimated transition start date – TBD
 - MCSC South: estimated transition start date – TBD
 - MCSC West: estimated transition start date – TBD

T-3 Transition Concept of Operations



TRICARE Management Activity

T-3 Transition Concept of Operations



T-3 Transition Oversight Committee

Deputy Director, TMA
RADM Christine Hunter

Deputy Chief, TRICARE Acquisitions
Mr. Michael Fischetti

Deputy Chief, TRICARE Policy & Operations
Mr. Michael O'Bar

Deputy Chief, TMA Business Operations
Mr. John Morse

Director, Communications and Customer
Service
Ms. Dian Lawhon

TRO Directors
Mr. William Thresher - S
Mr. Pradeep Gidwani - N
RDML Colin Chinn - W

Transition Managers
Service Representatives
Regional Medical Commands
AFMOA

T-3 Project Officer

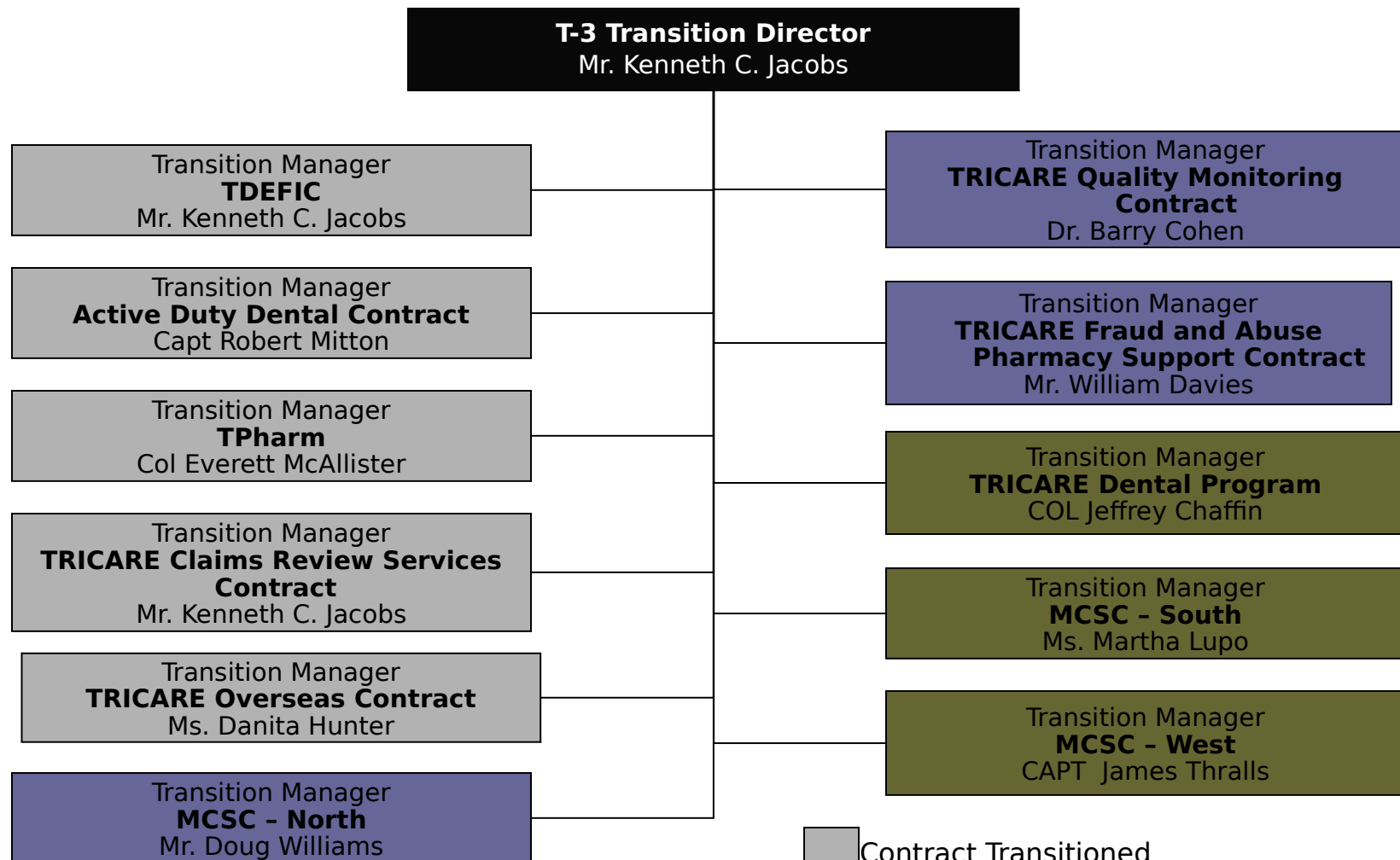
Chairman, T-3 Transition Oversight Committee
Mr. Michael O'Bar




T-3 Transition Director

Chief, Performance Evaluation & Transition
Management Branch
Mr. Kenneth C. Jacobs



T-3 Transition Concept of Operations



-  Contract Transitioned
-  Contract In Transition
-  Future Contract Transition

T-3 Transition Reporting Format



Managed Care Support Contractor (MCSC)								
Incoming-Outgoing Contractor Executive Summary								
Requirements			Previous week color rating	Incoming Contractor R/ G/ Y Color Scale	Comments			
					Government	Incoming Contractor	Outgoing Contractor	
1)	Provider Networks	11	Sec C N.1-N.11		X			
2)	Referral Management	5	Sec C (RM.1-RM.5)					
3)	Medical Management	5	Sec C (MM.1-MM.5)					
4)	Enrollment	7	Sec C (E.1-E.7)					
5)	Customer Service	6	Sec C (CS.1-CS.6)					
6)	Claims Processing	14	Sec C (CP.1 - CP-14)			X		
7)	Management	18	Sec C (M.1 - M.18)					
8)	Other							

T-3 Transition Reporting Format



Managed Care Support Contractor Incoming Detail			
Provider Networks			
	Requirement	Color Rating	Date for Week Ending:
	Sec C N.1-N.11		
	N.5 - The Contractor shall adjust provider networks and services as necessary to compensate for changes in MTF capabilities and capacities, when and where they occur over the life of the contract, including those resulting from short-notice unanticipated facility expansion, MTF provider deployment, downsizing and/ or closures.		Enter Detailed Comments
Claims Processing			
	Requirement	Color Rating	Date
	Sec C (CP.1 - CP-14)		
	CP.3. - CP.3. The Contractor shall, as one means of electronic claims submission, establish and operate a system for two-way, real time interactive Internet Based Claims Processing (IBCP) by providing web based connectivity to the claims/ encounter processing system for both institutional and non-institutional claims processing.		Enter Detailed Comments

T-3 Transition Concept of Operations

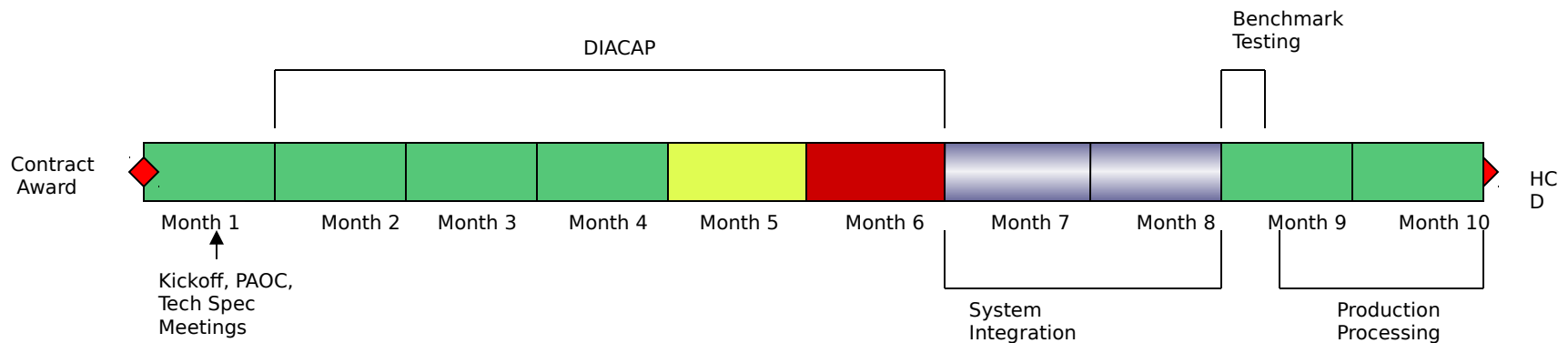


- Meetings & Schedules
 - Kick-off Meeting
 - Post Award Orientation Conference (PAOC)
 - Transition Specifications Meeting
 - Key Transition Interface Meetings
 - System Integration
 - DoD Information Assurance Certification & Accreditation Process (DIACAP)
 - Records Management
 - Communications & Customer Service (C&CS)
 - Privacy
 - Personnel Security Division (PSD)
 - Transition Director's Weekly Meetings

T-3 Transition Concept of Operations



Transition Timeline



RADM Hunter's Transition Priorities



TRICARE Management Activity

RADM Hunter's Transition Priorities



- TRICARE Prime Service Areas
- Wounded Warrior Programs
- Continuity of Care
- TRICARE Standard Provider Areas
- Clinical Support Agreements (CSAs)
- Information Security
 - DIACAP
 - Personnel Security
- Claims Processing
- Provider Relations
- TOP, Clear & Legible Reports (CLRs) removed from priority list

T-3 Transition Challenges/High Risk Areas



TRICARE Management Activity

Challenges/High Risk Areas: Certification and Accreditation



- Certification and Accreditation Process
 - DIACAP process takes approximately 4-6 months
 - Required for Systems Integration
 - T-3 hardware/software or changes to the existing T-NEX environment must be added to the boundary if using existing T-NEX Authority To Operate (ATO)
 - Key DIACAP Meetings
 - DIACAP Kickoff
 - DIACAP Baseline Review
 - DIACAP Mitigation Review

Challenges/High Risk Areas: Systems Integration



- Systems Integration can take up to 4 months
 - Required to access the Government Business to Business (B2B) Gateway
 - Requires continuous interaction with TMA Purchased Care Systems Integration Branch (PCSIB), Defense Manpower Data Center (DMDC), and transitioning Contractor
 - Involves Gold file transfers, scenario testing, stress testing, etc.

Challenges/High Risk Areas: Benchmark Testing



- Ensures Contractor can process claims in accordance with TMA requirements
- Testing Process
 - Benchmark team consists 5-8 personnel from TPOD/Performance Evaluation & Transition Management Branch (PE&TMB) and Program Office
 - 500-1000 claims scenarios developed for testing
 - Benchmark test conducted at Contractor site
 - Team verifies test claims meet expected outcomes

Challenges/High Risk Areas Personnel Security Division (PSD)



- Automated Data Processing (ADP)
Trustworthiness Determination
 - Access to a secure DoD Facility
 - DoD Information System (IS) or Common Access Card (CAC) enabled network
 - Required to access B2B/DEERS
- CACs
- DD 2875s
 - Required to access DoD applications

Transitioning to T-3



QUESTIONS?